

## Questions and answers

The “CuBo” online booking system of Ralpin AG

### I have not received an e-mail containing the link to my personal account. What should I do?

Contact our Sales & Dispatching team.

Tel.: +41 58 822 88 22; e-mail: [dispo@ralpin.com](mailto:dispo@ralpin.com)

### I have forgotten the password to my account. What should I do?

Contact our Sales & Dispatching team.

Tel.: +41 58 822 88 22; e-mail: [dispo@ralpin.com](mailto:dispo@ralpin.com)

### Which payment methods are accepted?

We only accept VISA and Mastercard card payments, and payments against invoice.

### How can I pay for my orders?

Regardless of the way in which you make a booking (online, telephone, e-mail), an online account in our booking system is necessary. We accept VISA and Mastercard card payments, and payments against invoice.

- ➔ If you pay via VISA/Mastercard, please enter the details of these cards in your account in our booking system under “My company” – “Credit cards”.
- ➔ If you pay against invoice, please enter the correct e-mail address of the invoice recipient in your account under “My company” – “Invoice details”.

Payments cannot be made in cash or via the card reader directly at the terminal.

### How do I register my employees and drivers?

You can enter the details of your drivers and dispatchers in your account under “My company” - “User” and this information can be amended at any time.

### What should I do if I have questions or problems?

Speak to our staff at the terminal or contact our Sales and Dispatching team: telephone: +41 58 822 88 22; or e-mail [dispo@ralpin.com](mailto:dispo@ralpin.com)